



Catherine Landers <catherine.landern@lacity.org>

Constituent inquiries --

5 messages

Catherine Landers <catherine.landern@lacity.org>

Wed, Dec 23, 2015 at 12:07 PM

To: "Stephen D. Sawyer" <stephen.sawyer@twcable.com>

Hi Stephen -

I am a Senior Field Deputy for L.A. Councilmember David Ryu, I believe you met my colleague Alex Kim recently at a VICA function.

Is there someplace I can direct constituents that call our office with problems with Time Warner service? I realize this has really has nothing to do with the City Council, but I'm hoping you can point me in the right direction.

Is there maybe an ombudsman office, or a community relations line they can speak with? For example: A woman called today whose TV and internet service has been out since Sat because of a line that was accidentally cut by TW. TW missed 2 appts on Mon and Tues and now cancelled today, and she's been on the phone already with multiple people and managers through the standard numbers and is getting nowhere.

Any suggestions would be helpful!

Thank you so much, and have a very happy holidays.

Thank you,
Catherine

COUNCILMEMBER • DISTRICT 4
DAVID RYU
SERVING OUR NEIGHBORHOODS

Catherine Landers

Senior Field Deputy

Los Angeles City Councilmember David Ryu

Office: 323.957.6415

<http://www.davidryu.com/>

Catherine Landers <catherine.landern@lacity.org>

Wed, Dec 23, 2015 at 12:15 PM

To: Richard.Bentow@twcable.com, ".@lacity.org

Hi Richard -

I sent the below email to Stephen Sawyer and got the out of office message, listing you as an alternate contact. Perhaps you can help?

Any suggestions as to where I might direct some of our constituents would be helpful!

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----- Forwarded message -----

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To: "Stephen D. Sawyer" <stephen.sawyer@twcable.com>

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Mail Delivery Subsystem <mailer-daemon@googlemail.com>
To: catherine.landern@lacity.org

Wed, Dec 23, 2015 at 12:15 PM

Delivery to the following recipient failed permanently:

"."@lacity.org

Technical details of permanent failure:

Google tried to deliver your message, but it was rejected by the server for the recipient domain lacity.org by aspmx.l.google.com. [2607:f8b0:400c:c06::1a].

The error that the other server returned was:

553 5.1.2 The recipient address <."@lacity.org> is not a valid RFC-5321 address. j136si18701382vka.152 - gsmtp

----- Original message -----

DKIM-Signature: v=1; a=rsa-sha256; c=relaxed/relaxed;
d=lacity-org.20150623.gappssmtp.com; s=20150623;
h=mime-version:in-reply-to:references:date:message-id:subject:from:to
:content-type;
bh=BFQPO5c5rBspXHeGqEV3gZjBk0sCELZWYcaDvLIK6vw=;
b=NQmQ4QyUbRN1tVCKYHMOZ2ObnLRxVNqiCG8mJSUIky4I/2sATt0oFeEmygn6ebiVQy

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Sawyer, Stephen <stephen.sawyer@twcable.com>
To: Catherine Landers <catherine.landiers@lacity.org>

Wed, Dec 23, 2015 at 1:13 PM

Hi Catherine:

Please feel free to forward any constituent issues with Time Warner Cable to me and I will contact our Office of the President on your behalf.

Thanks and Happy Holidays.

Steve

Sent from my iPhone

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 Wed, 23 Dec 2015 12:15:31 -0800 (PST)

Received: by 10.31.50.4 with HTTP; Wed, 23 Dec 2015 12:15:31 -0800 (PST)

In-Reply-To: <CAATxPSwKXJoWO37FJOsgK_PoJqXhF5hD_ZmC82m6emPeH8Nr_Q@mail.gmail.com>

References: <CAATxPSwKXJoWO37FJOsgK_PoJqXhF5hD_ZmC82m6emPeH8Nr_Q@mail.gmail.com>

Date: Wed, 23 Dec 2015 12:15:31 -0800

Message-ID: <CAATxPSxLBQI9s2ZrVCVUkMLE3O-9Fh+2ws-ihdT6LAR86pE8RQ@mail.gmail.com>

Subject: Fwd: Constituent inquiries -

From: Catherine Landers <catherine.land@lacity.org>

To: ~~Richard.Denbow@twocable.com~~, <".@lacity.org>

Content-Type: multipart/alternative; boundary=001a1141c25253c8ee05279662df

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Catherine Landers <catherine.landiers@lacity.org>

Wed, Dec 23, 2015 at 3:27 PM

To: "Sawyer, Stephen" <~~stephen.sawyer@twcable.com~~>

Thank you Stephen for you speedy response, I really appreciate it! I'm not sure if there is anything you can do about this particular case, the details are below:

The person I spoke with today was Joan Kessler, (310) 343-6762.

Account # ~~6448200200568011~~

Account name: ~~W.J. Kessler~~

Address: ~~4501 Skylark Lane, Los Angeles, CA 90069~~

- On Sat, the TV and internet went out because a line was cut by TW in their area
- Constituents told by TW that it would be restored on Sunday, was not
- Mon, was supposed to come fix, did not
- Tues, same, was supposed to come to fix it and never came
- Wed, TW cancelled appointment today
- Constituents told that someone is coming tomorrow (Thurs) but they weren't given an appointment time, and given that it's Christmas Eve, they fear they will cancel again.

Thank you!
- Catherine

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